

JOB DESCRIPTION

Job Title	PolySystem Programme Manager
Band:	8C
Responsible to:	Assistant Director (Out of Hospital Services)
Accountable to:	Director, Primary Care Commissioning
Hours:	37.5 per week
Work Base:	Warehouse K

Job Purpose

To provide a senior function within the Primary and Community Care Commissioning directorate to support the development PolySystem's within Newham. This will be achieved in partnership with all primary care contractors, the PCT and other key stakeholders. The postholder will be required to work closely with other directorates, in particular Public Health and Strategic Development ensuring integrated service developments are based upon a hub and spoke model across each locality.

The post holder will need to ensure that the PolySystems demonstrate world class commissioning competencies, embrace innovation and are based on robust methodologies and evidence. The role is focused on ensuring that the right care is delivered in the right place and that services continue to improve health outcomes and patient experiences whilst demonstrating value for money.

Key Working Relationships

External

- Independent Contractors
- LMC, LPC, LDC and LOC
- PBC consortium
- Patient and Public Groups
- Local Borough of Newham
- Out of Hours Providers
- Strategic Health Authority

Internal

- All directorates within the PCT
- Professional Executive Committee
- PCT Board
- Map of Medicine Programme Manager

Key Responsibilities

Joint Working, Relationships and Communication

- To co-ordinate the development of PolySystems, including developing services and building relationships with Clinical leads, Commissioning groups and other key stakeholders, setting the work programme and managing its delivery.
- To ensure that the PolySystem links with the development of PCTs Primary & Community Services Strategy and Out of Hospital agenda.
- To support the Assistant Director (Out of Hospital Services) to ensure that the strategic direction dovetails with the development of four PolySystems across Newham.
- Management of multi-disciplinary project teams when undertaking activities ensuring the co-ordination of effort to achieve the desired objectives.
- Work collaboratively across the community with partner agencies to sustain common approaches and priority areas of work that will benefit service users and carers.
- Work closely with Public Health to enable the development of PolySystem "Health Profiles" to inform business planning in each locality.
- Work closely with the PCTs commissioning directorate to ensure adequate, robust and clear negotiation takes place for the service transfers with local acute Trusts and mental health Trusts.
- Working closely with the Map of Medicine Programme Manager to identify priorities for service redesign and agreement of new care pathways.
- In liaison with other relevant directorates, to ensure that facilities are "fit for purpose" for delivering new PolySystem service models, which will include, buildings, IT infrastructure and equipment.

Analysis & Judgement

- Analyse and interpret data for the PolySystem, including, patient & public forum, independent contractors, their staff, local authority partners and the public.
- Lead the implementation of national policy for areas of responsibility as it emerges ensuring that its implementation reflects local priorities and is integrated with the PCT PolySystems Programme, taking particular note of patient equality, access and value diversity.

Physical & Financial Resources

- Responsible for the PolySystem programme budget
- Develop highly complex service specifications.
- The post holder will have a high degree of emotional intelligence, be able to manage unexpected and demanding situations and be emotionally robust.
- The post holder will be expected to work autonomously and display a high degree of independent thinking and working.
- Contribute to long term financial planning of the PCT ensuring that opportunities are taken for greater efficiencies.
- Ensure the provision of regular, timely and accurate information.
- Support the Programme manager to develop costing and performance information to start benchmarking services against other comparable organisations and ensuring value for money is achieved in PolySystems development.

Planning & Organising

- To work with other relevant Senior Managers to ensure a comprehensive and consistent approach to commissioning processes and developments.
- Manage and deliver projects within budgetary constraints and agreed timescales
- Oversee the development and submission of business cases and other planning documentation to the PCT.
- Ensure that any plans, and subsequent design, development, project and performance management are in line with the PCT strategy and policy, reflect agreed commissioning priorities and take into account national and local priorities
- Ensure that plans are taken through the necessary support and approval processes and progressed to implementation
- Establish a support team within the PolySystem to reflect the needs of the PolySystem Steering Group, including areas such as finance, clinical governance and data analysis
- Plan a strategic approach to the continuous and sustained involvement of patients in all areas of service redesign. Demonstrate a high level of empathy and support for patient expectations and personal experiences.

Service Redesign/Policy development

- To provide commissioning expertise and day to day support to the PolySystem
- To interpret and implement national policy in relation to commissioning data at a local level
- Oversee the development, implementation and evaluation of service redesign schemes within the PolySystem
- Ensure PolySystem involvement in the redesign and implementation of any Newham-wide initiatives , ensuring the PolySystem Steering

Group's views are represented and that appropriate consultation has occurred

- Ensure that PolySystem service redesign is driven by the needs of the local population and health needs assessment

Leadership & Governance

- Support the Assistant Director (Out of Hospital Services) to provide leadership for PolySystem commissioning in Newham PCT.
- Lead on the development of the governance framework for the PolySystem Steering groups.
- Develop and maintain processes and systems to ensure that all audit and governance requirements are met for key areas of responsibility.
- Undertake corporate responsibilities as party of the PCTs senior management team
- To act up on behalf of the Assistant Director (Out of Hospital Services), as agreed and to attend key meetings where requested, including the Trust Board and the Strategic Health Authority.

Interpersonal & Communication Skills

- Deliver presentations on highly complex or contentious issues to large groups and to a variety of audiences including staff, local authority members and officers, the public, clinicians etc and to produce clear and concise Board level reports.
- Effectively chair meetings with internal and external parties, patients, members of the public, and clinicians. As required.
- To demonstrate highly developed communication and presentation skills in the provision and receiving of highly sensitive information incorporating the need to use the highest level of interpersonal skills.
- To manage negotiations both internally and externally with a wide range of partner organisations both statutory and non statutory.
- To have delegated responsibility for the decisions of the PCT, promoting and explaining the position of the PCT in relation to PolySystem development, to maximise effect with internal and external stakeholders and building alliances to enhance the ability of the PCT to meet its objectives.

Human Resources

- Management of multi-disciplinary project teams as necessary, ensuring the coordination of effort to achieve the desired objectives.
- Develop and maintain a positive and focused culture for the delivery of the programme.
- Ensure up-to-date training, needs analysis and workforce development plans are developed and delivered.
- Manage attendance and ensure that policies and procedures are consistently applied.

AMENDING THE JOB DESCRIPTION: This job description is an outline of the current position and may be subject to changes in detail of emphasis in the light of future changes and development.

TRUST POLICIES

- **Confidentiality**

It is the responsibility of all employees to:

- ◆ Safeguard at all times, the confidentiality of information relating to patients/clients and staff.
- ◆ Clearly understand that any confidential information obtained from or relating to the PCT, its employees, patients or agents is the property of the PCT.
- ◆ That confidential information shall only be used for the purpose of the roles and responsibilities of the post and no confidential information shall be disclosed to any third party without the prior written consent of the PCT.

You shall not either during or after the end of your employment (however it is terminated) divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, employment relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be deliberately concealed provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998.

- **Safeguarding Children**

The PCT actively promotes a “safeguarding children culture” within the organisation in line with The Children Act 2004. As such each employee is expected to carry out their role and responsibility in relation to a child or children’s welfare; for example ensuring they access child protection training in accordance with their role, accessing child protection supervision if they are in a clinical role working with children and being aware of who to contact and what action to take if they are concerned regarding the welfare of a child. We are committed to ensuring that all employees are supported in respect to their safeguarding children duties.

- **Criminal Records Bureau Checks**

You must immediately notify your line manager if during the course of your employment, an event occurs that may cause a notification on a CRB check.

- **Equalities and Diversity Policy**

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on grounds of sex, race, age, disability, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. The Trust has an Equalities and Diversity Policy and each employee is expected to contribute to its success.

- **Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and current directives to maintain a safe working environment for both staff and visitors. This requires each employee to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

- **Data Protection**

If required to do so, each employee should obtain, process and/or use information held on computer or word processor in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

- **Customer Care**

It is the aim of the hospital to provide patients and clients with the best possible care and services. In order to meet this aim all our staff is required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that employees understand the principles of customer care and the effects on their particular post and service, full training will be given.

- **Smoking Policy**

The Trust provides a smoke-free work environment.

PERSON SPECIFICATION

	E	D	Method of Assessment
Education /Qualifications			
Educated to Masters degree level or equivalent.	E		A
Evidence of commitment to personal development and continuing education	E		A
PRINCE2 qualification	E		A
Experience / Knowledge			
At least five years experience of working within the NHS at senior manager level	E		A/I
Experience of clinical engagement particularly across primary care.	E		A/I
Experience of successfully commissioning healthcare services.	E		I
Experience of effectively working and leading multi-disciplinary teams to achieve stated objectives.	D		I
Experience of working across agencies and delivery service change across boundaries.	E		I
Experience of delivering change management within a complex organisation.	D		I
Knowledge of care pathways and ability to lead on service redesign	E		I
Knowledge of Primary Care Contracts	E		I
Demonstrate exceptionally high oral and communication skills.	E		I
Able to employ a range of negotiation and influencing strategies	E		I
Ability to build and maintain purposeful relationships with external partners, independent contractors and	E		I

staff within the PCT			
Able to work collaboratively and effectively with colleagues across the local health economy	E		I
			I
Able to work autonomously taking decisions as agreed with Assistant Director and Director	E		I
Able to synthesise and prioritise highly complex and potentially conflicting demands	E		I
			I
Financial and Physical Resources			
Budget holder for department or service	E		I
			I
Skills / Personal Attributes			
Negotiation and influencing skills	E		I
Excellent interpersonal skills, diplomacy and sensitivity	E		I
Facilitation skills	E		I
Project Management skills	E		
			I
Capability to function well as part of a team	E		
Effective communication and presentation skills, both verbal and written	E		
Strong analytical skills	E		
Ability to produce and present complex reports	E		
Ability to prioritise and manage own workload, including working to deadlines	E		
Able to work in an environment where there is ambiguity, where the work pattern is unpredictable	E		
Other			
There will be a requirement for the post holder to travel to various locations across the PCT	E		
Some evening meetings may be required	E		

